

Position Title:	Product Manager
Team:	Marketing and Customer Experience
Reports To:	Head of Marketing and Customer Experience
Direct Reports:	Platform Administrator
Position Type:	Full Time
Required Hours:	38 hours per week (1.0 FTE)
Location:	GIVIT Head Office, Milton or Remote (work from home office)
SCHADS Pay Level:	Level 5
Effective Date:	April 2024

POSITION SUMMARY

The Product Manager is a technology specialist, responsible for the end-to-end workings of GIVIT's bespoke donation management web application as well as implementing solutions to achieve efficiencies throughout the business. This role will work closely with the GIVIT team to optimise the application's usability for both internal and external users and will project manage all maintenance and development work undertaken by GIVIT's external web development partner.

Key to this role is the ability to provide the Leadership team and Board with systems and data insights. Experience with vendor management and experience with the full Project/Software development lifecycle is required. This position will be responsible for identifying and driving improvements and efficiencies to optimise GIVIT's donation management web application to provide even more essential goods and services to people in need.

The role will embrace digital innovation to ensure that GIVIT remains a digital disruptor, maintaining its competitive positioning. The position ensures maximum value from the GIVIT donation management web application is obtained and supports team members and external users in the use of the product.

When you join the GIVIT team you become part of the GIVIT Community. We look for people who value kindness and empathy; act with integrity and respect as well as support all without judgement, discrimination or bias. If you are looking for a workplace that values your life experiences, passion and desire to make a real difference locally and across Australian, then you belong in the GIVIT Community.

RESPONSIBILITIES

Function/Area	Responsibilities
Product Strategy	<ol style="list-style-type: none"> 1. Support the Leadership team to achieve the vision and requirements of GIVIT's donation management web application based on stakeholder, donor needs and business objectives. 2. Support the Head of Marketing to design, develop and implement new features to improve user experience to increase donation flow and build trust. 3. Effectively project manage the external website/platform developers and overseeing the maintenance and development of GIVIT's donation management web application; ensuring all work is completed within budget, meets agreed timeframes, and aligns with GIVIT's overall strategy and business priorities. 4. Management of the testing of platform enhancements prior to implementation. 5. Support GIVIT team members to achieve reporting requirements from the donation management web application, including meeting the needs of external stakeholders, collecting accurate donation data and producing required internal and external-facing reports.
External and Internal Stakeholder Management	<ol style="list-style-type: none"> 1. Well-developed communication, presentation and interpersonal skills with the ability to influence and persuade, build and maintain relationships. 2. Ensure all contractual obligations are met. 3. The ability to manage conflicting priorities across multiple projects & with multiple stakeholders to achieve best possible outcomes. 4. The ability to communicate complex IT processes/concepts and act as translator between GIVIT and external providers.
Business Analysis	<ol style="list-style-type: none"> 1. Support the Leadership team to drive the development of GIVIT's donation management web application and implement a culture of continuous improvement. 2. Understand business needs and develop product roadmaps based on requirements; translating GIVIT's business objectives into technical requirements to be implemented by the web development provider. 3. Work with the Head of Marketing to identify product gaps and generate new ideas to improve the customer experience. 4. Collaborate with GIVIT teams to identify opportunities to streamline GIVIT's business operations and prepare business cases for the Leadership team to consider. 5. Improve data capture and reporting capabilities to enable data led decision making and optimise GIVIT's business operations.
Leadership	<ol style="list-style-type: none"> 1. Proactively lead direct report(s) when implementing new initiatives, including managing change impact. 2. Manage direct report(s) and ensure they have the skills and knowledge to thrive in their roles. 3. Role-model behaviours that demonstrate a high level of performance and integrity 4. Adhere to all organisational policies, procedures, standards and practices 5. Act only in ways that advance GIVIT objectives, values and reputation 6. Act with honesty, integrity and good faith at all times.
Workplace Culture	<ol style="list-style-type: none"> 1. Actively participate in the GIVIT office environment. 2. Follow GIVIT policies and procedures with pride.

SKILLS AND KNOWLEDGE

Technical Qualifications and Experience

- Bachelor's degree in e-commerce, IT, Computer Science, or related field is desirable
- Experience managing vendors and leading projects.
- Knowledge of cybersecurity business risk
- Skilled in project management methodologies for process optimisation and automation.
- Core Product Management capabilities of Product Strategy, Prioritisation, Customer Research, Data Insights and Product Roadmap
- Proficiency in data analytics tools, Microsoft 365 suite, and Adobe.

Personal Qualities

- Strong work ethic with the ability to work autonomously for quality results.
- Upholds confidentiality and integrity.
- Positive, proactive attitude with a commitment to growth and improvement.
- Demonstrates confidence, independent thinking, and decision-making.
- Detail-oriented with excellent time management.
- Effective communicator, analytical thinker, and problem solver.
- Clear police background check required.

Business Acumen

- Achieves objectives efficiently with strong time management.
- Adapts well to high-pressure, dynamic settings.
- Skilled in analysis, troubleshooting, resource management, and conflict resolution.
- Provides constructive feedback and manages company-wide projects.

GIVIT Specifics

- Aligns with GIVIT's Vision, Mission, and Strategic Plan.
- Familiar with GIVIT's policies, donor management system, and SharePoint
- Embraces soft skills aligning with GIVIT's mission and culture.

Organisational Development

- Incorporates organisation's strategic vision into daily operations.
- Takes initiative in strategy refinement and leading functions.
- Reviews and acts on trends, risks, and opportunities.
- Responsible for securing organizational resources.
- Proactively identifies growth and protection avenues for GIVIT.